will be placed before the Philatelic Advisory Committee, as per prescribed procedure on the subject.

**Complaints in Najafgarh Telephone Exchange**

4518. SHRI GANDHI AZAD: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that few complaints are attended within 24 hours of filing at Najafgarh Telephone Exchange, New Delhi;

(b) if so, the percentage of complaints attended within 24 hours during the last six months;

(c) whether there had been cases of consumers receiving telephone bills even before installing a telephone under this exchange if so, the details thereof; and

(d) the details of the action taken in such cases?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI TAPAN SIKDAR): (a) and (b) Sir, on an average about 40% complaints are attended with 24 hrs. at Najafgarh Telephone Exchange.

(c) No such complaints has been received.

(d) Does not arise in view of (c) above.

**Cyber Crime Protocol**

4519. SHRI P. PRABHAKAR REDDY: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that Government have proposal to the United Nations to draw up a cyber crime protocol to be retified by all Member-nations to control the cyber space;